



THE SECURE, CONVENIENT AND FRIENDLY WAY TO PAY FOR **ALL** SCHOOL PAYMENTS

Parent Account Management System

www.PayPams.com

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Parent User Manual

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Parent User Manual

Parent Features

Features available for parents

- Pre-pay for student's meals
- Schedule automatic payments based on meal account balance
- Access account balance
- Access account history online
- Receive email notification for low balance status

In order to access these features, the parent must register with PAMS.

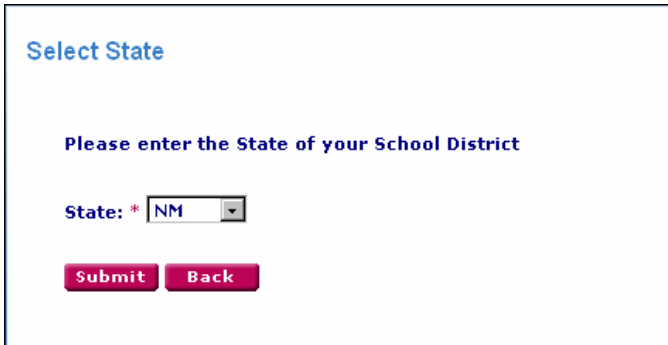
Parent Registration

How to register with PAMS.

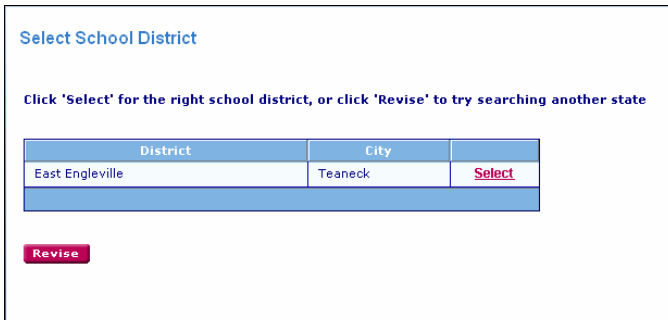


1. Go to paypams.com

2. Click 'Register Now'



3. Select your state



District	City	
East Engleville	Teaneck	Select

4. Select your school district

Note: PAMS can provide district with a link from district's website, so parents can go directly to step 5

Parent User Manual

User Profile

Please fill in the following information to access PayPAMS online services.
* indicates required fields

User Name/Login: *	<input type="text" value="John123"/>
Password: *	<input type="password" value="••••"/>
Re-enter Password: *	<input type="password" value="••••"/>
Your First Name: *	<input type="text" value="John"/>
Your Last Name: *	<input type="text" value="Smith"/>
Your Middle Name:	<input type="text"/>
Address 1: *	<input type="text" value="111 First Street"/>
Address 2:	<input type="text"/>
City: *	<input type="text" value="Anywhere"/>
State: *	<input type="text" value="AL"/>
Zip Code: *	<input type="text" value="11111"/>
Phone: *	<input type="text" value="111"/> <input type="text" value="-111"/> <input type="text" value="-1111"/>
Email: *	<input type="text" value="john@paypams.com"/>
Re-enter Email: *	<input type="text" value="john@paypams.com"/>
<input type="button" value="Create Account"/> <input type="button" value="Cancel"/>	

5. Choose a unique user name and password
6. Enter your contact information

Child Nutrition

Payment Preferences

Welcome to Pay Pams! We offer the following features:

- Pre-pay for student's meals from the convenience of your home or office
- Schedule automatic payments based on meal account balance
- Access account balance and account history online
- Receive email notification for low balance status

Click on the 'Add Students' button to access all this and more

7. Click 'Add Students' to continue

Add/Remove Students

Enter student's information to access meal account balance and make payments.
If you do not have the student's ID number, please contact your school's food and nutrition office by clicking [Here](#)

First Name :	<input type="text" value="John"/>
Last Name :	<input type="text" value="Smith"/>
School :	<input type="text" value="Rony High School"/>
and	
Keypad ID:	<input type="text" value="9898"/>
or	
Student ID:	<input type="text" value="8798989"/>
<input type="button" value="Add"/> <input type="button" value="Cancel"/>	

8. Enter student information to add a student

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Meal Account Management

Access account features from the menu:



1) View Account Balance

- Select 'Account Balance' from buttons at the top of the page
- If you are a new registrant, it may take up to 24 hours to display balance information.

2) Make Payments

- Select 'Make Payments'

View Balances and Make Payments

Name	Available Balance *	Last Update From School	Total Balance *	Payment Amount	Scheduled Automatic Payments
Labbert, Brian M	\$2.75	11/15/2004	\$2.75	\$ <input type="text"/>	No
O Clair, Brittnay R	\$6.20	11/17/2004	\$6.20	\$ <input type="text"/>	No
O Neill, Katherine J	\$0.00	11/17/2004	\$0.00	\$ <input type="text"/>	No

Enter Payment Amount and [Click Here To Continue](#)

- Enter the payment amount
- Click on 'Click here to continue'

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- Select your Billing Method. If you do not have a credit card on file, you will be prompted to add your credit card

Checkout

Student	Department	Item	Price	
Labbert, Brian M	Food Service	Replenish Account	\$1.00	Edit
Total:			\$1.00	

Click the 'Authorize Payment' button to submit your payment

Billing Method: or [Click here to add/change billing information](#)

Total: \$1.00

Please note, it may take up to a minute for the transaction to be processed.

[Authorize Payment](#) [Cancel](#)

- Click 'Authorize Payment'

- If payment is successful, PAMS will provide you with a confirmation number

Payment Confirmation

Your payment was successful!

Note: allow 1-2 school days for your payment to update your account at the school

Date	Confirmation Number	Payment Amount	Convenience Fee	Transaction Amount
11/14/2004	T6152253	\$1.00	\$0.05	\$1.05

[Click here to get a printable version of this page](#)

[Main Menu](#)

In addition, payment confirmation is sent to the parent by email.

Dear Dov Abramson,

Thank you for your payment to PayPAMS.

Date: Nov 18 2004 7:35PM
Transaction Number: T3854309

Payment Details:

1. A payment of \$1.00 to Food Service for Replenish Account for Test, Pamstwo

Amount: \$1.00
Convenience Fee: \$0.00
Total Amount: \$1.00

This payment will be reflected on your account at the school within 1-2 school days.

Parent User Manual

Schedule Automatic Payments Based on Low Balance

- Select 'Payment Preferences' from buttons at the top of the page

There are 2 payment options: one-time online payments or recurring automatic payments based on low balance. Note: the default Payment method is set to one-time payments.

Name	Preference	Pay Amount	On Balance	Expires	Bill To	Edit
Gavri, Jessica M	One Time	N/A	N/A	N/A	N/A	Edit
Gallant, Brian P	One Time	N/A	N/A	N/A	N/A	Edit
Gallant, Mathew J	One Time	N/A	N/A	N/A	N/A	Edit
Gallant, Melissa M	One Time	N/A	N/A	N/A	N/A	Edit
Gallant, Phillip B	One Time	N/A	N/A	N/A	N/A	Edit

To edit payment preferences or schedule recurring payments for a particular student, click on 'Edit'

Note: PAMS recommends a \$10.00 minimum balance for triggering automatic payments to replenish the account in advance before balance is too low.

- Select 'Recurring Automatic'
- Enter the minimum balance
- Enter payment amount
- Select Billing Method

Food Service

Payment Preferences

Gavri, Jessica M

Choose the payment option below and click "Apply".

- ☐ One Time
☒ Recurring Automatic

Enter the amount the student's account should reach before it is replenished.
(recommended amount: \$10.00)

Minimum Balance: \$

Enter the amount to replenish the account with when it reaches the minimum balance.

Payment Amount: \$

Enter the Date you would like the Automatic payments to stop.
For example: end of the school year.

Expiration Date: (optional) ex. mm/dd/yyyy

Choose the credit card/bank account to charge for these payments.

Billing Method:

[Apply to This Student](#)

[Apply to All Students](#)

[Cancel](#)

- Select 'Apply to This Student' or 'Apply to All Students'

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Name	Preference	Pay Amount	On Balance	Expires	Bill To	Edit	
Gavri, Jessica M	Recurring	\$25.00	\$10.00	5/31/2005	Master Card - 0547	Edit	Cancel
Gallant, Brian P	Recurring	\$25.00	\$10.00	5/31/2005	Master Card - 0547	Edit	Cancel
Gallant, Mathew J	Recurring	\$25.00	\$10.00	5/31/2005	Master Card - 0547	Edit	Cancel
Gallant, Melissa M	Recurring	\$25.00	\$10.00	5/31/2005	Master Card - 0547	Edit	Cancel
Gallant, Phillip B	Recurring	\$25.00	\$10.00	5/31/2005	Master Card - 0547	Edit	Cancel

- You will receive an email confirming your account settings
- To edit your payment preferences click on 'Edit'
- To cancel automatic payments, click on 'Cancel'

3) Receive Low Balance Email Notifications

- Select 'Email Notification' from the menu
- Edit your email notification settings

Food Service

Email Notification

PayPAMS offers email notifications when your child's account balance reaches a pre-defined amount. Please enter the amount that will trigger the email notification.

Name	On Balance
Gavri, Jessica M	\$ <input type="text" value="10"/>
Gallant, Brian P	\$ <input type="text" value="10"/>
Gallant, Mathew J	\$ <input type="text" value="10"/>
Gallant, Melissa M	\$ <input type="text" value="10"/>
Gallant, Phillip B	\$ <input type="text" value="10"/>

Note: PAMS recommends that the minimum balance for the notification be set at \$10.00 to ensure enough time to replenish the account.

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4) View Cafeteria Purchases

- Select Cafeteria Purchases
- Select date range and student names from the list and click 'Search'
- View list of Cafeteria purchases

Description	Item Code	Breakfast	Breakfast Ala-Cart	Lunch	Lunch Ala-Cart	SNACK	MILK
11/11/2004							
For Gallant, Brian P:							
Filled Cookie	DS03	0	0	0	1	0	0
Cream Cheese	SI02	0	0	0	1	0	0
Packaged Honey Bun	BK06	0	0	0	1	0	0
Donut	BK07	0	0	0	1	0	0
For Gallant, Mathew J:							
8 oz Milk	BV05	0	0	0	1	0	0
Fresh lemon ade	BV04	0	0	0	1	0	0
Coffee	BV01	0	0	0	1	0	0
For Gallant, Melissa M:							
Default Lunch	LUN	0	0	1	0	0	0
Egg w/ Sausage & Cheese on Engl	BK10	0	0	0	1	0	0
For Gallant, Phillip B:							
Default Lunch	LUN	0	0	1	0	0	0

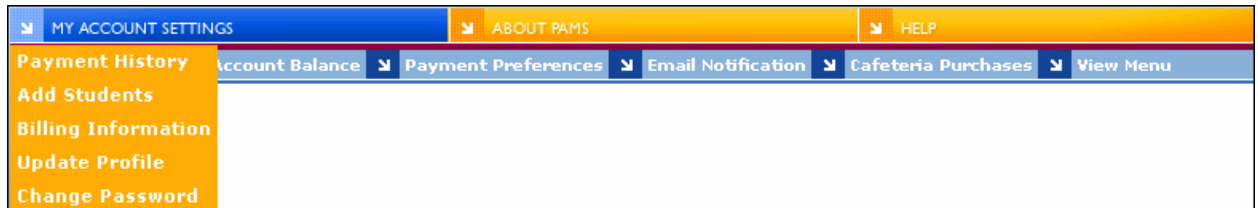
5) View School Cafeteria Menu

- Select 'View Menu'
- A pop-up will appear with a link to school cafeteria's website

Monday	Tuesday	Wednesday	Thursday	Friday
Burger & Fries Basket Fruit Choice Bread/Dessert Milk Choice	Burger & Fries Basket Fruit Choice Bread/Dessert Milk Choice	Burger & Fries Basket Fruit Choice Bread/Dessert Milk Choice	Burger & Fries Basket Fruit Choice Bread/Dessert Milk Choice	Burger & Fries Basket Fruit Choice Bread/Dessert Milk Choice
CHECKERS: Ala Carte Daily: French Fries - \$1.00				
Chicken Patty French Fries Fruit Choice Bread/Dessert Milk Choice	Zesty Chicken Patty French Fries Fruit Choice Bread/Dessert Milk Choice	Corn Dogs French Fries Fruit Choice Bread/Dessert Milk Choice	Hot Pocket French Fries Fruit Choice Bread/Dessert Milk Choice	Chicken Tenders French Fries Fruit Choice Bread/Dessert Milk Choice
LAKE STREET MARKET: Ala Carte Daily: Side Salad-\$1.55				
Deli Sandwich Mini Carrots Sun Chips Fruit & Milk Choice	Deli Sandwich Mini Carrots Pretzels Fruit Choice Milk Choice	Chicken Caesar Wrap or Veg. Wrap Mini Carrots Graham Crackers Fruit & Milk Choice	Deli Sandwich Mini Carrots Crispy Chips Fruit Choice Milk Choice	PB&J Sandwich & Sunflower Nuts Mini Carrots Mini Muffin Fruit & Milk Choice
Ala Carte: Grilled Chicken Salad, Caesar or Veg Wrap Deli Sandwich Onion Rings - \$2.30	Ala Carte: Chef Salad, Pasta Salad, Deli Sandwich Mozzarella Sticks-\$2.30	Ala Carte: Caesar Salad, Veg Wrap, Cashew Chick. Curry Wrap, Caesar Wrap, Croissant Sandwich Eggrolls - \$2.30	Ala Carte: Bread Bowl Salad, Pasta Salad, Deli Sandwich Mini Tacos - \$2.30	Ala Carte: Caesar Salad, Deli Sandwich, Sushi Buffalo Chicken Strips - \$2.30
MANGIA: Ala Carte Daily: Domino's Pizza Slice - \$1.90 Domino's Pizza Combo - \$3.00				
Egg Roll Fried Rice Mixed Vegetables Fruit Choice Fortune Cookie Milk Choice	Pasta with Meatballs Tossed Salad Fruit Choice Garlic Breadstick Milk Choice	Salad Bar Fruit Choice Bread Item Milk Choice	Stuffed Crust Pizza OR Chicken Cordon Bleu Sandwich Oven Potatoes Dessert Fruit and Milk Choices	Cheese Ravioli Hot Vegetable Fruit Choice Bread/Dessert Milk Choice

Parent User Manual

General Account Settings



- Click on 'My Account Settings' from the menu

1) View Payment History

- Select 'Payment History' from the 'My Account Settings' drop down menu

Payment History Details

Name	Amount *	Department	Purchased
Date: 11/14/2004 9:59 AM - Confirmation #: T8225080 - Total: \$26.15 View Transaction Details			
Gallant, Brian P	\$25.00	Food Service	Replenish Account
Date: 11/14/2004 9:58 AM - Confirmation #: T32851 - Total: \$26.15 View Transaction Details			
Gavri, Jessica M	\$25.00	Food Service	Replenish Account
Date: 11/14/2004 9:22 AM - Confirmation #: T6152253 - Total: \$1.05 View Transaction Details			
Gavri, Jessica M	\$1.00	Food Service	Replenish Account
Date: 11/11/2004 11:59 PM - Confirmation #: T4382116 - Total: \$0.31 View Transaction Details			
Gallant, Phillip B	\$0.30	Food Service	Replenish Account
Date: 11/11/2004 11:59 PM - Confirmation #: T7593589 - Total: \$0.31 View Transaction Details			
Gallant, Mathew J	\$0.30	Food Service	Replenish Account
Date: 11/11/2004 11:59 PM - Confirmation #: T4320110 - Total: \$0.31 View Transaction Details			
Gallant, Brian P	\$0.30	Food Service	Replenish Account

2) Edit Billing Information

- Select 'Billing Information' from the 'My Account Settings' drop down menu
- To add a new billing method, Click 'Add New Bank Account' or 'Add New Credit Card'.

Billing Information

Payment Method	Account Name	Expiration Date	Edit	Delete
Master Card	Master Card - 0547	03/2006	Edit	Remove
Add New Bank Account Add New Credit Card				

Note: Direct withdrawal payments are not available for all districts

- Click 'Edit' to edit expiration date and billing address
- To change a credit card number or bank account, click on 'Remove' then click on 'Add New Credit Card'

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3) Add/Remove Student(s) to Account

- Select 'Add Students' from 'My Account Settings'
- Enter student information
- or
- Click on 'Remove' next to the student's name to remove this student

Add/Remove Students

Enter student's information to access meal account balance and make payments. If you do not have the student's ID number, please contact your school's food and nutrition office by clicking [Here](#)

First Name :

Last Name :

School :

and

Keypad ID:

or

Student ID:

Name	School	Grade	
Gavri, Jessica M	Rony High School	Grade 11	Remove
Gallant, Brian P	Rony High School	Grade 12	Remove

4) Update Profile

- Select 'Update Profile' from 'My Account Settings'
- View/Update your contact information

User Profile

See below your current profile information. To update, re-enter the information and click "Update".

* indicates required fields

User Name/Login: * John123

Your First Name: *

Your Last Name: *

Your Middle Name:

Address 1: *

Address 2:

City: *

State: *

Zip Code: *

Phone: * - -

Email: *

Re-enter Email: *

ex. ###-###-####
####

Parent User Manual

5) Change Password

- Select 'Update Profile' from 'My Account Settings'
- Change your password/phone password

Change Password

What would you like to Update?

☒ Password

☐ Phone Password

☐ Both

User Name: John123

Update Password

New Password:*

Reconfirm Password:*

Update Phone Password

New Phone Password:

Reconfirm Phone Password:

Update

6) Forgot Password

If you are unable to login to PayPams.com

1. Click on the 'Forgot Password' link on the home page of PAMS

User name:

Password:

LOGIN

[Forgot Password?](#)

2. Enter your email address

Forgot Password

Please enter the Email Address you have registered with us, so that we can email you instructions for resetting your password.

* indicates required fields

Email Address:*

Submit **Back**

PAMS will send you an email with instructions how to reset your password

Parent User Manual

Answers to Parent's Frequently Asked Questions

Registration

I forgot my password

If you previously registered with PAMS and forgot your password click on 'Forgot Password' on the home page of PAMS to reset your password.

This is the first time I registered with PAMS. The system says 'An account already exists with the Username you entered'. What should I do?

You must register with a unique user name. For example: john123r. PAMS doesn't allow 2 users to have the same user name.

How will I know that I have registered correctly and my payments were successful?

PAMS will email confirmation regarding registration, account settings and payment confirmation

The system displays an error that I have already registered

If the system displays a message that the account exists with the same phone and email, but you are not able to reset the password via 'forgot password', please contact support@pamslunchroom.com

I have an account on PAMS, but I moved to a different school district, do I need to re-register?

Yes. Registration is per district. Please contact support@pamslunchroom.com to remove the old account

Adding Students

Do I need a separate account for each student?

No. You may add students from different schools to one account on PAMS

Where do I obtain my student's ID Number?

Your student's ID is printed on their ASB card, food service meal card, or their last report card. If you do not have the student's ID number, please contact your school's food and nutrition office (425) 489-6225

The system says that 'the student already exists in the system', but I don't recall adding the student

Please contact support@pamslunchroom.com

My child graduated from school. How do I remove the student from my PAMS account?

To remove a student from your account, click on 'Remove' next to the student's name

Do I need to re-register if my child moved from one grade/school to another?

No. When a child moves from one grade/school to another, the system updates the account automatically.

Accessing balance information from 2 PAMS accounts

PAMS allows a student to be associated only with one account. If more than one person wants to access the same student's account information, they must share the user name and password.

Making Payments

Can I view a summary of all the payments made on pamslunchroom.com?

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Yes. Login to www.paypams.com, click 'Payment History' from the 'My Account Settings' drop down menu.

How long will it take for my payment to reach the school cafeteria?

Payments made will be available within 1-2 school days at the school cafeteria. PAMS recommends paying in advance or setting automatic payment schedule

Are there any transaction limits for each payment?

There is a minimum of \$25.00 per payment. For example, if you are paying for 3 children, the minimum amount is still 25.00

My balance is marked in RED indicating that a recent payment is pending

Allow 1-2 school days for the balance status to be updated on PAMS

My payment did not go through

Check you're billing information on PAMS to verify that the information is current

How do I receive a refund?

To receive refunds, please contact PAMS. If the balance is lower then the payment amount, please contact the school district's food and nutrition office

Can I use more than one credit card?

Yes. You can keep more then one credit card on file and choose which one to use before you make payments.

I don't have access to a computer; can I still pay by Credit/Debit Card?

Yes. You can set up an account on the PAMS Phone System at 1-888-994-5100, where you can make payments, set up automatic payments; hear student's account balance and more.

Are there any costs for the service?

There are no costs to check account balances or payment history. Any fee charges will be displayed during the registration and payment process

View Account Balance

How can I know what my student's account balance is?

You can review account information at any time at www.paypams.com. Click on 'Account Balance'

What will happen at the end of the school year with the student's balance?

If your child will continue attending the same school district next year, the balance will be automatically credited for the next school year

I am a new user, why can't I view the current balances?

If this is the first time you added a student(s) to your account, it may take between 1-2 school days for balance information to be updated on PAMS website

Can I transfer money from one child's account to another?

No. Please contact your school district food and nutrition office

Setting up Recurring Automatic Payments

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Can I set up automatic payments so that when the meal account balance falls below a certain level my account will automatically be charged?

Yes. You can arrange for the system to charge your account automatically when your student's account reaches a pre-defined balance threshold. You will receive e-mail notification each time the automatic charge is made

Note: PAMS recommends a \$10.00 minimum balance for triggering automatic payments to replenish the account in advance before balance is too low

Can I edit/cancel my automatic payment plan?

Yes. You may edit or cancel your recurring automatic payment plan at any time. Click on 'Payment Preferences'

Can I apply the automatic payment plan only to one student?

Yes. You can apply the automatic payment plan for each student individually

Email notification

Can I edit my settings regarding email notifications?

You can edit/cancel your email notification settings at any time

I am not receiving low balance email notifications

Please check if your email on PAMS is spelled correctly. Note: Emails from PAMS are sent from customerservice@pamslunchroom.com. Please check that your email is not set to filter out emails from PAMS.

I received notification only when there was no money left on my child's meal account?

PAMS recommends that the minimum balance for the notification be set at \$10.00 to ensure enough time to replenish the account

Changing Contact Information

How do I change my email address on my account?

Click on 'Update Profile' from the 'My Account Settings' drop down menu

Changing Login Information

How can I change my password?

Click on 'Change Password' from the 'My Account Settings' drop down menu

Security

Is my credit/debit card and bank information secure on the Internet?

Yes. www.paypams.com is a secure site which provides full protection of your personal information. We maintain physical, electronic and procedural safeguards that comply with Federal regulations to guard your personal information

Cafeteria Menu

Can I see the menu and decide which items to buy?

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Some schools offer menu information on the school's website. To view your school menu, log on to www.paypams.com click 'View Menu'

PAMS Phone System

Can I make payments and hear balance information on the phone?

Yes. PAMS offers parents the option to prepay for student's meal accounts and hear balance information by phone

What are the features that are available on PAMS phone system?

PAMS Phone System offers most of the services that are available on www.paypams.com. Parents can register, add students to their account, hear balance information, make payments, set automatic payments based on low balance and listen to their last 3 payments.

If I registered on the phone, could I access my account online?

You can login to your account on www.Paypams.com with the login and password you created on the phone. You will be prompted to complete your account profile: contact information, address and email information.

If I am registered online, could I make a payment by phone?

Yes. Please call 1-888-994-5100. The system will prompt you for your phone number and phone password. If you do not have a phone password, enter your zip code. To hear balance information or to make payments, you will be required to enter the student ID or meal account ID.

Could I change my phone password?

Yes. On the phone main menu, press "4" to change your password. You can also change your phone number online. Login to www.Paypams.com using your phone number and password and click on 'Change Password' from the 'My Account Settings' menu.

What happens if I forgot my phone password?

If you forgot your phone password, please call 1-877-726-7586 (1-877-PAMS-LUNCH).